



DEPARTMENT OF VETERANS AFFAIRS
Veterans Health Administration
Washington DC 20420

February 9, 2001

CARES Stakeholder Communication Bulletin #2001-07

CARES: The right care, at the right place, at the right time

CARES (Capital Asset Realignment for Enhanced Services) is about providing veterans the right care, at the right place, at the right time. It is about providing appropriate access and service for those who currently use VA's health care system, and for those who will use it in the future. The program will assess veterans' health care needs across the country, identify delivery options to meet those needs in the future, and guide the realignment and allocation of capital assets to support the delivery of health care services. Through CARES, VA will optimize care delivery in terms of both quality and access.

CURRENT NEWS

*On February 6th, the Deputy Under Secretary for Health, Frances M. Murphy, M.D., met with Veteran Service Organization representatives in Washington, D.C. to discuss the CARES program.

*The schedule for the VISN 12 CARES study has been delayed because the complete set of veterans health care need data and projections are still being developed by the VA's actuarial consultants. This data is now expected to be available later in February.

*To date VA has received 24 comments from individuals and one organization on the CARES study in VISN 12. The comments primarily are concerned with the quality of care for veterans and their access to care.

WHO IS CONDUCTING CARES?

To ensure objectivity in this analysis, VA has hired outside health care consultants. Two companies are involved in the study. Actuarial consultants are conducting a study of factors, such as demand for VA health care services, demographics, and other data, to project what services will be needed and where. Booz, Allen & Hamilton will be using this data, incorporating information from stakeholders, analyzing current operations

during their visits to the facilities and develop options to meet the future needs of veterans. The consultant will be applying a standard set of pre-approved criteria to various options.

WHAT OPPORTUNITY IS THERE FOR PEOPLE AND GROUPS TO HAVE A SAY IN CARES?

Input into the CARES process will continue to be collected from both internal and external stakeholders. To date, we have received valuable information from our stakeholders during the facility visits that occurred during January. This input will be very valuable in developing the health care service delivery options.

Input into the CARES process is still being entertained by our consultants and can be sent via mail, or e-mail.

Mail: **CARES Comments**
 VISN 12 Office (10N12)
 P.O. Box 5000, Building 18
 Hines, IL 60141-5000

E-mail: CARES.mailbox@med.va.gov

All of the comments will be forwarded to the contractors for their use during the development of the options.

Comments have been coming in. While individual comments cannot be acknowledged and answered individually, comments will be forwarded to the contractor for use in the development of the options and later to the National CARES Project Team (NCPT) for their use in the evaluation of the options.

HOW CAN I GET MORE INFORMATION ON CARES?

There will continue to be regular bulletins about CARES with updated information. It is expected that these bulletins will be sent out weekly. The CARES web site will also be updated periodically. There are now two web sites that individuals may use. For VA employees and any others who have access to the VA Intranet, there is a link on the **VISN 12 Home Page** for CARES. In addition, VA's Internet web site has been established at the following address- www.va.gov/cno

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Capital Asset Realignment for Enhanced Services (CARES) Comment Form
VISN 12 CARES STUDY

Areas of Interest: _____

Comments (Please add additional pages if needed):

Name (please print): _____

Address: _____

Phone: _____ Fax: _____

E-mail address: _____ Date: _____

Mail comments to: CARES Comments
VISN 12 Office (10N12)
P.O. Box 5000, Building 18
Hines, IL 60141-5000

E-mail comments to: CARES.Mailbox@med.va.gov

Washington Website: <http://www.va.gov/cno>